

## EXAMPLE – PROFILES, OBJECTIVES, SKILLS & ATTRIBUTES

### Health

#### EXAMPLE 1

##### PROFILE / CAREER OBJECTIVE

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As a Registered Nurse with a Critical Care Certificate, I have worked in a variety of positions within acute health for 20 years. Following completion of an MBA I commenced work at XYZ as a contract auditor, completing quality audits of community based organisations across Australia. I continued to grow and expand my knowledge and skills at XYZ becoming a Director of the company in 2008. Success throughout my career is based on excellent technical skills and knowledge of the health, aged and community care sectors and ability to communicate with people, openly and honestly.

I am seeking a full time position as Operations Manager (or similar) with a NFP or government organisation that will utilise my skills in clinical care, quality, project management and program evaluation to support the organisation in delivering high quality, effective services to their clients.

##### SKILLS & ATTRIBUTES

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###### **Technical**

- Responding to request for tender documents with methodologies and budgets
- Proven project manager, with experience in budgets, logistics and staff allocation
- Program evaluator, incorporating development of program logics, evaluation methodologies & tools, analysis and reporting
- Clinical experience across acute, aged and community care
- Exceptional understanding of the requirements for assessing client needs and planning for service delivery

###### **Leadership**

- Recruitment and retention of staff, development and implementation of performance management systems, staff development programs and staff supervision
- Strong ability to link strategic plans to program/operational plans and budgets

###### **Quality**

- In-depth understanding of the quality requirements across, health, aged care and human services sector
- Ability to transfer quality and legislative/regulatory requirements into practical work systems
- Develop, implement and review continuous quality improvement processes
- Hands on experience in the conduct of quality audits and report development for the acute, aged and community care sectors
- Structured and systematic approach setting deadlines, prioritising and monitoring project results

###### **Communication & interpersonal**

- Well-developed written and verbal communication style with an ability to disseminate complex issues and technical information across an organisation
- Skilled client manager with experience working with organisations ranging from small volunteer run to key Government Departments
- Analyse information from multiple sources to draw conclusion and develop recommendations
- Experienced in working with Aboriginal and Torres Strait Islander peoples and organisations as well as other culturally and linguistically diverse groups
- Perceptive, logical with excellent problem solving ability
- Honest and ethical with a commitment to quality service delivery

# Health

## EXAMPLE 2

### PROFILE / CAREER OBJECTIVE

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As a registered health professional with the Australian Health Practitioners Regulation Agency, combined with a Graduate Certificate in Administrative Management, I have developed and managed large teams across a diverse range of acute and community health settings, ranging from Maternity Services to Aged Care.

I am seeking a position as a General or Regional Manager in a Health related field which will utilise my leadership, general management and human resource experience and capabilities.

### SKILLS & ATTRIBUTES

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#### Leadership & Management

- Health management, across a range of public and not-for-profit agencies, acute and community settings, encompassing both clinical and operational support
- Dynamic leader, able to manage and engage staff to reach their full potential with a proven ability to lead successful teams for enhancing productivity and cohesiveness
- Collaborative management style, able to instruct and assist in facilitating change with positive outcomes
- High level negotiating capability to strategically plan, make decisions and set priorities
- Ability to create a positive workplace culture, improve morale and act as a role model to empower staff
- Act on budgetary requirements and implement strategies, by developing and conducting monthly analysis reviews and justifying variables
- Critical thinker with innovative ideas to motivate people, plan, justify and alter operations to move forward and/or restructure within an organisation

#### Interpersonal & Communication

- Grounded and logical, always acting professionally, and a rational decision maker who can adapt to changing environments with ease
- Works conscientiously and consistently, to achieve organisational goals, individually and as part of a team
- High work ethic driven by responsibility, honesty, trustworthiness and accountability
- Excellent communication both verbal and written across various service providers, including direct reports, General Managers, Executive teams and Boards

#### Human Resource Management

- Broad capabilities and knowledge, including expansive recruitment and retention experience, professional development and mentoring of staff
- Performance management and coaching techniques to achieve changes in staff behaviours and influence work ethic
- Manage all operational resources in an efficient and effective manner

#### Quality and Continuous Improvement

- Knowledge of all relevant legislations and acts, with an understanding of clinical governance and safety frameworks
- Understanding of OH&S legislation and identification of risk management strategies to inform policy and provide a safe work environment
- Able to meet all requirements with accreditation processes to improve standards and reduce risks

# Health

## EXAMPLE 3

### PROFILE

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My long standing successful career at RDNS, culminating in my most recent position as Client Services Manager, has been built on the many opportunities and subsequent experience gained in operational and managerial roles. With post graduate qualifications in Health Services Management and several years working in Project Management, I have been instrumental in the development, implementation and evaluation of several important organisational initiatives and projects.

### CAREER OBJECTIVE

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I am seeking a Project or General Management role in the Health or Aged Care sector that will provide variety and utilise my skills in management, organisation, decision making, communication and interpersonal attributes.

### SKILLS & ATTRIBUTES

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#### Leadership and Business Management

- A leadership style that creates a positive workplace and motivates others to achieve shared goals
- Practiced in the preparation and management of annual budgets and business programs to achieve performance targets
- Identify and manage safety staff and prevent any clinical risk to clients as a priority
- Proven ability to contribute to the development & implementation of organisational change
- Management and development of staff, reviewing performance and providing feedback
- Accomplished in preparing project and business reports

#### Project and Stakeholder Management

- Practical knowledge of MS Project, Visio and application of PRINCE 2 methodology
- Preparation of project briefs, communication plans, management plans and project reports
- Gathering and collation of stakeholder requirements, internally and externally
- Organising project teams to deliver agreed project outcomes
- Establishing, networking and maintaining good relationships with key stakeholders

#### Technical, Clinical and Operational

- Well practiced in the preparation of operational plans for the delivery of client services
- Proven record in the development, implementation and evaluation of organisational policies and procedures
- Demonstrated capability in process and information development
- Develop and evaluate continuous improvement initiatives
- Utilising general clinical knowledge to make informed and sound decisions

#### Interpersonal & Communication

- A cheerful disposition, reliable, organised and flexible
- The ability to liaise at all levels and to a wide range of audiences, including senior executives
- Excellent written and verbal communication, with experience in delivering group presentations to internal and external stakeholders
- Well practiced in problem solving and decision making

# Health

## EXAMPLE 4

### PROFILE / CAREER OBJECTIVE

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Vast knowledge and experience with strong clinical and leadership skills across acute medical and surgical, renal haemodialysis and community nursing health sectors. Progression through General Nursing and Diploma of Applied Science qualifications, along with extensive managerial training has enabled my collaborative and results driven leadership style. My skills contribute to on-going clinical planning and implementation and management of successful client outcomes with a focus on self-development and service delivery of quality client care.

I am currently seeking a part-time Clinical Nurse role in a general practice, health, aged care or not-for profit organisation that values excellence in client care and staff development.

### SKILLS & ATTRIBUTES

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#### Technical & Clinical

- 30 years plus registered nursing clinical experience
- Proven clinical health assessment skills, evidenced based wound care management, client chronic health education and client advocacy within a customer focused, goal directed care plan and community setting
- Effective organisation and resource management, ensuring available resources and expertise meet performance targets, service delivery demands and client needs within a safe environment
- Well-developed networking, customer service and public relations facilitation and negotiation to achieve common goals
- Highly developed and driven approach to problem solving, prioritising and decision making with a strong focus on delivering service and quality client care

#### Management and Organisational

- Successfully engage client participation and coach customers to achieve results during health issues and environmental change
- Empowering staff and teams to achieve organisational targets and individual workplace goals , while driving to achieve best practice benchmarks
- Role model who actively embraces organisational initiatives, policies and change and creates a supportive and positive workplace culture
- Provide readily accessible clinical and practical support to colleagues, carers and clients whilst being committed to best practice nursing care
- Coordinate individuals to attend organised staff development opportunities and supervise university student participation within site
- Methodical and organised approach to work practice while being responsive to the needs of others

#### Interpersonal and Communication

- Targeted client development programs which deliver results, improvements and customer satisfaction
- Reliable and loyal to organisational directions and values
- Energetic and creative approach to work and workplace resolutions achieving beneficial outcomes
- Fostering a calm, flexible and professional approach to client and customer relationships enabling a productive and nurturing environment
- Self-motivated and driven approach to professional and personal self-development

# Health

## EXAMPLE 5 – Medical Administration

### PROFILE

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An efficient and reliable medical administration professional with extensive experience in the private and public healthcare sector, having worked in busy hospital environments in a variety of administrative roles. Skilled in providing high-level support to busy executives, and general office support and assistance to clientele. With a broad skillset, I am adaptable to different environments and provide invaluable support to organisations.

### CAREER OBJECTIVE

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I aim to find a challenging Senior Medical Administrative position with supervisory responsibilities within a dynamic hospital environment, where my specialised knowledge of hospital processes can be utilised to train and develop administrative teams.

### SKILLS & ATTRIBUTES

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#### General Administration

- Strong knowledge of Microsoft Office, Outlook, Teams and SharePoint
- Transcription experience with fast typing speed and accuracy
- Professional email and telephone correspondence
- Minuting of meetings and maintenance of meeting agendas
- Proven leadership, with supervision and training duties, performance management and providing feedback

#### Medical Administration

- Strong medical terminology
- Familiar with IPM (Patient Management System), CERNER and in house programs, with the ability to quickly adapt to new operating systems
- Strong knowledge of hospital operations and the functions of different hospital units
- Diary management experience for busy Medical Directors and multiple Medical Consultants
- Roster creation and management for professional medical staff
- Maintaining strict confidentiality of patients and private staff meetings alike, in line with hospital policies & procedures and privacy laws
- Significant experience liaising with the general public face to face and via phone & email, as well as medical staff across a wide range of specialisations, including doctors, nurses, allied health staff and more
- Adept with managing challenging behaviours and de-escalation, with a focus on the wellbeing and safety of patients and staff

#### Interpersonal

- Strong communication, both oral and written
- Friendly and engaging, with experience working in both large and small teams
- Resilient, with a calm and reassuring demeanour

# Health

## EXAMPLE 6 – Paramedic / Team Manager

### PROFILE

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I have 10 years' experience working with Ambulance Victoria as a qualified Paramedic and Team Manager leading frontline service delivery, providing timely and high quality patient care.

Motivated by helping the community and key stakeholders, my success is based on being well organised, empathetic, resilient and an excellent communicator who is able to remain calm in stressful situations. With a keen interest in developing individuals and teams in various sporting clubs, I have also undertaken several volunteer leadership positions.

Committed to ongoing professional development and training with a strong focus on health, safety and wellbeing matters involving staff and volunteers.

### SKILLS & ATTRIBUTES

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- Quality assurance management ensuring a strong standard of clinical excellence, patient care and safety including the administration of advanced life support procedures
- Sound team leadership and management focused on motivation, mentoring, skills development, and performance management in order to achieve goals and objectives
- Building effective working relationships with individuals and teams, coach/train staff, provide feedback and support to colleagues
- Calm in highly stressful situations with the ability to provide management advice and/or respond to emergency, time critical incidents and welfare matters
- Strong knowledge of Industry legislation and operating practices relevant to the Ambulance Industry
- Pro-active in risk identification, management, mitigation and problem solving
- Recruitment, organising and training volunteers capable of performing tasks in accordance with AV quality expectations
- Proven budgeting and financial management abilities
- Strong written communication including preparation of patient care records and injury reports
- Represent AV with external stakeholders, in forums and community events
- Perform daily vehicle and equipment checks ensuring ambulances and medical supplies are accounted for and that equipment is in good working condition
- Sound IT literacy including Microsoft Office Suite and various information systems / databases
- Flexible, adaptable and respond positively to change
- Excellent organisational, multitasking and time management abilities

# Health

## EXAMPLE 7 – Paramedic

### PROFILE

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I have 6 years experience working with Ambulance Victoria as a qualified Ambulance Paramedic preceded by a history of managing small to medium teams within the hospitality sector at major events.

Motivated by helping the community and people in need, my success is based on being well organised, an excellent communicator, empathetic, mentally resilient and remaining calm in stressful situations.

With a keen interest in developing individuals and teams in various sporting clubs, I have undertaken several volunteer leadership positions over a 10 year period.

### SKILLS & ATTRIBUTES

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- High standard clinical knowledge able to ensure a strong culture of clinical excellence, patient care and safety including the administration of drugs and advanced life support procedures
- Establishing trusting and effective working relationships with individuals and teams, coach/train staff, provide feedback and support to colleagues
- Sound team leadership and management focused on developing others in order to achieve goals and objectives
- Physically fit, able to lift and transport patients efficiently
- Excellent knowledge of legislation, operating practices and procedures relevant to the Ambulance Industry
- Pro-active in risk identification, management, mitigation and problem solving with a focus on personal safety
- Strong written communication including accurate preparation of patient care records and injury reports
- Perform daily vehicle and equipment checks ensuring ambulances and medical supplies are accounted for and equipment is in good working condition
- Sound IT literacy including Microsoft Office Suite and various information systems / databases
- Flexible, adaptable and respond positively to change
- Excellent organisational, multitasking and time management abilities

# Health

## EXAMPLE 8 – Clinical Nurse Educator

### PROFILE

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Possessing a Masters degree in Clinical Education, I am a proficient Nurse Educator more than 10 years' experience including undergraduate, graduate and post graduate education to compliment 15 years clinical practice across a range of acute specialties.

My most recent work has focused on undergraduate second and third year bachelor's degree students with recent education program development for in-patient and staff experience, shared decision making and end of life planning, in addition to clinical ethics for nurses, doctors and allied health professionals.

Additionally, I am highly skilled in policy development and review, project implementation and clinical consultation in acute Health & Aged Care.

### CAREER OBJECTIVE

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I am ideally seeking a position as a Nurse Educator with a large healthcare organisation, enabling me to utilise my diverse professional expertise in nursing, ethics and policy development.

Alternatively, a role as a Clinical Governance Manager, Clinical or Ethics Consultant.

### SKILLS & ATTRIBUTES

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- Building ethics capacity within an organisation and supporting clinical practice
- Clinical practice and clinical governance policy development, implementation and review
- Delivery of complex projects on time, within budget and achieving KPIs
- Sound knowledge of and committee experience in Human Research Ethics
- Supervising small teams to act autonomously whilst being supported and mentored
- Empowering staff to facilitate a positive workplace culture
- Highly developed and methodical approach to problem solving, time management and prioritising with a strong focus on delivering service and quality client care
- Provide readily accessible clinical and practical support to colleagues, carers and clients whilst being committed to best practice nursing care
- Ability to utilise general clinical knowledge to make informed and sound decisions
- Engaging educator and trainer, experienced in developing and delivering group presentations to internal and external stakeholders including staff, patients and consumers
- Conscientious and consistently strive to achieve organisational goals, as an individual or part of a team
- Excellent written communication including the preparation of curricula, research papers and publications
- Self-motivated, committed to ongoing professional and personal development
- Honest, ethical, friendly and reliable



# Health

## EXAMPLE 9 – Nursing

### PROFILE

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I possess vast knowledge and experience gained across acute medical and surgical units, renal haemodialysis and community nursing health sectors. With a General Nursing qualification, alongside extensive managerial training, I have developed a collaborative and results driven leadership style. My skills contribute to on-going clinical planning and implementation and management of successful patient outcomes, with a focus on self-development and service delivery of quality patient care.

### CAREER OBJECTIVE

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I am currently seeking a part-time Clinical Nurse role in a general practice, health, aged care or not-for profit organisation that values staff development and where I can add value to teams with my demonstrated nursing skills, and expertise in the areas of management, community and aged-care nursing.

### SKILLS & ATTRIBUTES

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#### Technical and Functional

- Registered nursing clinical experience ranging from acute, surgical, medical, renal, community nursing and management of these areas
- Proven clinical health assessment skills, evidenced based wound care management, client chronic health education and client advocacy within a customer focused, goal directed care plan and community setting
- Effective organisation and resource management, ensuring available resources and expertise meet performance targets, service delivery demands and client needs within a safe environment
- Highly developed and driven approach to problem solving, prioritising and decision making with a strong focus on delivering service and quality client care

#### Management and Leadership

- Productive involvement in team environment, empowering staff and teams to achieve organisational targets and individual workplace goals , drive to achieve best practice benchmarks
- A productive role model who actively embraces organisational initiatives, policies and change and creates a supportive and positive workplace culture
- Provide readily accessible clinical and practical support to colleagues, carers and clients whilst being committed to best practice nursing care
- Ability to coordinate individuals to attend organisational staff development activities and university student participation within site

#### Interpersonal and Communication

- Methodical and organised approach to work practice while being responsive to the needs of others
- Reliable and loyal to organisational directions and values able to communicate with all levels
- Energetic and creative approach to work and workplace resolutions achieving beneficial outcomes
- Fostering a calm, flexible and professional approach with patients and diverse situations enabling a productive and nurturing environment
- Self-motivated and driven approach to professional and personal self-development